PARAGON CASINO RESORT

Job Description

TAMAHKA GRILL HOURLY SHIFT SUPERVISOR

Department:	**Tamahka Trails**	**Reports to:**	**Director of F&B**
Job Code:	**HSS001**	**License:**	**Non-Gaming**
Position Code:	**HSS006**	**Costing:**	**300 3010 3025**
Pay Grade:	**N5**	**Date:**	**4/17/24**
EEO-1 Code:	**9**		

SUMMARY:

Responsible for the operations of the Grill Room at Tamahka Trails Golf Club and its performance is in accordance with Paragon Casino Resort policy and procedures and gaming regulations, as directed by the Director of F&B.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Responsible for preparing, seasoning, finishing and garnishing all food in the kitchen in accordance with established recipes.
- Enforces performance standards, policies and procedures as they relate to the venue operations, monitors food preparation and food server service ensuring smooth and efficient operations on a continual basis.
- Ensures the highest possible standards of Guest service (and Associate relations) are maintained and carried out in a fair and equitable manner. Ensures that the steps of service are followed as prescribed by the Director of F&B.
- Responsible for compliance with all health and safety standards/regulations as well as all applicable beverage, federal, state, and local laws/ordinances.
- Facilitates the scheduling of associates and ensures correct staffing levels and adjustments are made in accordance with guests needs.
- Monitors job performance of all Grill Associates, assists management with ongoing training and provides feedback on same to aid the Associates in developing and enhancing skills.
- Reviews and makes recommendations and suggestions to hire, suspend, transfer, promote, evaluate, discipline and terminate all Grill Associates in a fair and equitable manner.
- Participates as a team member with servers, cooks and any pertinent Paragon Casino Resort Associate in producing smoothly and efficiently run operations that meets the highest standards of Guest Services.
- Responsible for the accurate accounting of all transactions in the POS including the compliance with all internal controls.
- Will run IG reports and will be responsible for order and staff supervision.

- Responsible for listening to, evaluating and handling Guest complaints in a way that satisfies the guest.

- Responsible for ordering all food, beverage and supplies for the Grill operations and maintaining optimum levels of inventory of these items based on current and anticipated business.

- Responsible for the cleanliness of all Grill facilities (inside and out) along with the organization and protection of all storage areas and inventory.

- Performs other duties as assigned.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain "Why" behind decisions.
- Maintain a consistent, regular attendance record.

SUPERVISORY RESPONSIBILITIES:

Directly supervises all Grill Associates on assigned shift.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High School diploma or general education degree (GED) and one to two years restaurant customer service experience is required.

Qualifications: Strong interpersonal and communicational skills required.

Must apply for, be granted and retain a valid Tribal Gaming License during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instruction, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of guests or Associates of the organization.

Mathematical Skills: Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Associate is regularly required to talk or hear. The Associate is also regularly required to stand; walk; sit; and use hands to finger, handle or feel objects, tools, or controls. The Associate is occasionally required to reach with hands and arms, and sit; climb or balance; and stoop, kneel, crouch or crawl.

The Associate is required to lift and/or move up to twenty- five (25) pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Associate regularly works around mechanical moving parts.

The noise level is the work environment is usually moderate.